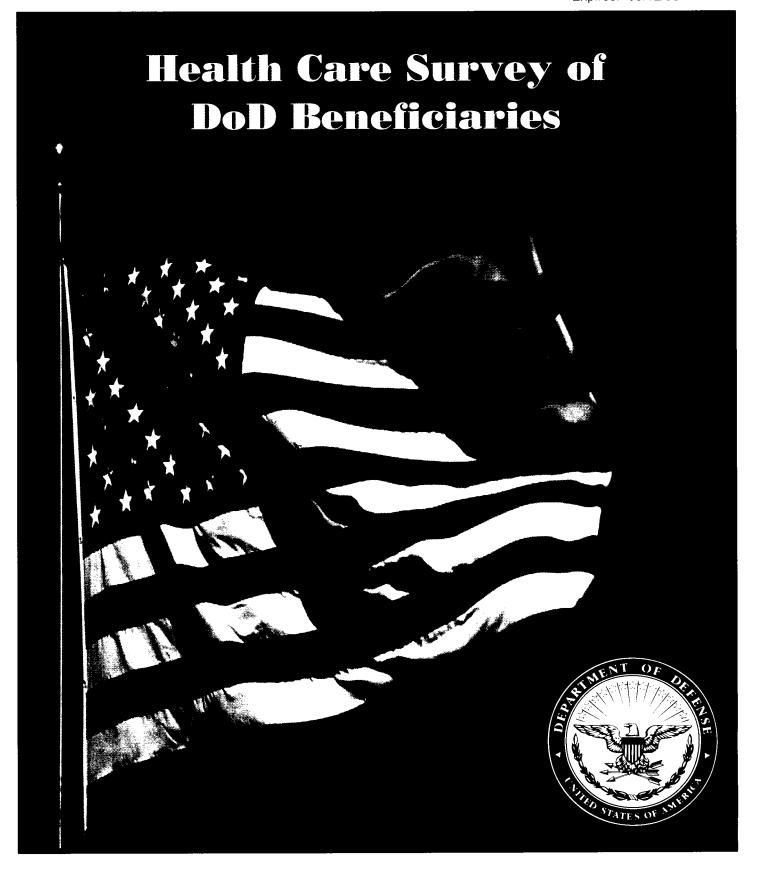
APPENDIX A ANNOTATED QUESTIONNAIRE – QUARTER III

RCS: DD-HA(A) 1942 Expires: 09/12/03



SURVEY INSTRUCTIONS

Answer <u>all</u> the questions by checking the circle to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this:
Yes Go to Question 1No
Please return the completed questionnaire in the enclosed postage-paid envelope within seven days. If you have misplaced the envelope, our address is: Office of the Assistant Secretary of Defense (Health Affairs) c/o Survey Processing Center PO Box 82660 Lincoln, NE 68501-9462
According to the Privacy Act of 1974 (Public Law 93-579), the Department of Defense is required to inform you of the purposes and use of this survey. Please read it carefully.
Authority: 10 U.S.C., Chapter 55, Public Law 102-484, E.O. 9397.
Purpose : This survey helps health policy makers gauge beneficiary satisfaction with the current military healthcare system and provides valuable input from beneficiaries that will be used to improve the Military Health System.
Routine Uses: None
Disclosure : Voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that data will be as complete and representative as possible.
SURVEY STARTS HERE
This survey is about the health care of the person addressed in the cover letter. The questionnaire should be completed by that person. If you are not the addressee, please give this survey to the person named in the cover letter.
1. Are you the person whose name appears on the mailing label of this envelope? — Yes Go to Question 2
○ No Please give this questionnaire to the person addressed on the envelope.



2.	By which of the following health plans are you currently covered? MARK ALL THAT APPLY.
	a. Military Health Plans TRICARE Prime TRICARE Extra or Standard (CHAMPUS) TRICARE Plus
	 b. Other Health Plans Medicare Federal Employees Health Benefit Program (FEHBP) Medicaid A civilian HMO (such as Kaiser) Other civilian health insurance (such as Blue Cross) Uniformed Services Family Health Plan (USFHP) The Veterans Administration (VA) Not Sure
3.	Currently, are you covered by Medicare Part A? Medicare is the federal health insurance program for people aged 65 or older and for certain disabled people. Medicare Part A helps pay for inpatient hospital care.
	Yes, I am now covered by Medicare Part ANo, I am not covered by Medicare Part A
4.	Currently, are you covered by Medicare Part B? Medicare is the federal health insurance program for people aged 65 or older and for certain disabled people. Medicare Part B helps pay for doctor's services, outpatient hospital services, and certain other services.
	Yes, I am now covered by Medicare Part BNo, I am not covered by Medicare Part B
5.	Currently, are you covered by Medicare supplemental insurance? Medicare supplemental insurance, also called Medigap or MediSup, is usually obtained from private insurance companies and covers some of the costs not paid for by Medicare.
	Yes, I am now covered by Medicare supplemental insurance No, I am not covered by Medicare supplemental insurance
6.	Which health plan did you use for all or most of your healthcare in the last 12 months? MARK ONLY ONE.
	TRICARE Prime TRICARE Extra or Standard (CHAMPUS) TRICARE Plus Medicare Federal Employees Health Benefit Program (FEHBP) Medicaid A civilian HMO (such as Kaiser) Other civilian health insurance (such as Blue Cross) Uniformed Services Family Health Plan (USFHP) The Veterans Administration (VA) Not sure Did not use any health plan in the last 12 months Go to Question 8

For the remainder of this questionnaire, the term <u>health plan</u> refers to the plan you indicated in Question 6.

7.	. How many months or years in a row have you been in this h	ealth plan?
	 Less than 6 months 6 up to 12 months 2 up to 24 months 2 up to 5 years 	5 up to 10 years 10 or more years
	YOUR PERSONAL DOCTOR, OR NO	JRSE
	the next questions ask about your own healthcare. Do not include conclude the times you went for dental care visits.	are you got when you stayed overnight in a hospital. Do not
8.	. A personal doctor or nurse is the health provider who know nurse practitioner, or a physician assistant.	s you best. This can be a general doctor, a specialist doctor, a
	When you joined your health plan or at any time since then,	did you get a <u>new</u> personal doctor or nurse?
	○ Yes ○ No Go to Question 10	
9.	. With the choices your health plan gave you, how much of a happy with?	problem, if any, was it to get a personal doctor or nurse you are
	○ A big problem ○ A small problem ○ Not a	oblem
10.	0. Do you have one person you think of as your personal doct	or or nurse?
	☐ Yes ☐ No Go to Question 12	
11.	1. We want to know your rating of your personal doctor or nur	<u>se.</u>
	Use <u>any number from 0 to 10</u> where 0 is the worst personal nurse possible. How would you rate your personal doctor o	doctor or nurse possible, and 10 is the best personal doctor or nurse <u>now</u> ?
	 0 Worst personal doctor or nurse possible 1 2 3 4 5 6 7 8 9 10 Best personal doctor or nurse possible 	
	○ 3 ○ 3	
	○ 4○ 5	
	© 7 © 8	
	910 Best personal doctor or nurse possible	
	I don't have a personal doctor or nurse.	
12.	2. Are you currently enrolled in TRICARE Prime?	
	☐ Yes ☐ No Go to Question 15	
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13.	As a member of TRICARE Prime, do you have a Primary Care Manager (PCM) based in a military or civilian facility?
	(In TRICARE Prime, a PCM is a healthcare provider who is your primary point of contact with the health system. He or she provides routine care, coordinates your total healthcare, arranges for hospital admissions, makes referrals to specialists, maintains health records, and recommends preventive and wellness services.)
	 A primary care manager based at a military facility A primary care manager based at a civilian facility Not sure Go to Question 15 Not a member of TRICARE Prime Go to Question 15
14.	Do you know your PCM's name?
	○ Yes ○ No
	GETTING HEALTHCARE FROM A SPECIALIST
Wh	en you answer the next questions, do not include dental visits.
15.	<u>Specialists</u> are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of healthcare.
	In the last 12 months, did you or a doctor or nurse think you needed to see a specialist?
	○ Yes ○ No Go to Question 17
16.	In the last 12 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?
	 ○ A big problem ○ A small problem ○ I didn't need to see a specialist in the last 12 months.
17.	In the last 12 months, did you see a specialist?
	☐ Yes ☐ No Go to Question 20
18.	We want to know your rating of the <u>specialist you saw most often</u> in the last 12 months, including a personal doctor if he or she was a specialist.
	Use <u>any number from 0 to 10</u> where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate the specialist?
	 0 Worst specialist possible 1 2
	 ○ 2 ○ 3 ○ 4 ○ 5 ○ 6 ○ 7 ○ 8 ○ 9
	○ 5○ 6
	$\frac{1}{2}$
	○ 8○ a
	10 Best specialist possible
	☐ I didn't see a specialist in the last 12 months.

19.	In the last 12 months, was the specialist you saw most	often the same doctor as your pe	ersonal doctor?
	○ Yes ○ No ○ I don't have a personal doctor	or I didn't see a specialist in the las	st 12 months.
	CALLING DOCTORS' OFFICES		
20.	In the last 12 months, did you call a doctor's office or c	linic <u>during regular office hours</u> t	o get help or advice for yourself?
	○ Yes ○ No Go to Question 22		
21.	In the last 12 months, when you called during regular o	ffice hours, how often did you ge	et the help or advice you needed ?
	NeverUsuallyI didn't call for heSometimesAlways	elp or advice during regular office h	ours in the last 12 months.
	YOUR HEALTHCARE IN THE L	AST 12 MONTHS	
22.	A <u>health provider</u> could be a general doctor, a specialis else you would see for healthcare.	et doctor, a nurse practitioner, a p	physician assistant, a nurse, or anyone
	In the last 12 months, did you make any appointments	with a doctor or other health pro	vider for <u>regular or routine</u> healthcare?
	○ Yes ○ No Go to Question 25		
23.	In the last 12 months, how often did you get an appoint	tment for <u>regular or routine</u> healt	hcare as soon as you wanted?
	NeverUsuallyI didn't need anAlways	appointment for regular or routine o	eare in the last 12 months.
24.	In the last 12 months, how many <u>days</u> did you usually land actually seeing a provider?	have to wait between making an a	appointment for <u>regular or routine</u> care
	 ○ Same day ○ 4-7 days ○ 1 day ○ 8-14 days ○ 1 tried but could be a second of the second of	nger	
	2-3 days 15-30 days I didn't need a	an appointment for regular or routine	e care in the last 12 months.
25.	In the last 12 months, did you have an illness or injury room?	that needed care right away fron	a doctor's office, clinic, or emergency
	○ Yes ○ No Go to Question 28		
26.	In the last 12 months, when you needed care right awa wanted?	y for an i <u>llness or injury,</u> how oft	en did you get care as soon as you
	Never Usually I didn't need car Sometimes Always	re right away for an illness or injury	in last 12 months.
		0DAKNX6J 22328349	

27.	. In the last 12 months, how <u>long</u> did you usually have to wait between trying to get care and actually seeing a provider for an <u>illness or injury</u> ?	
	 Same day 3 days 15 days or longer 1 day 4-7 days I didn't need care right away for an illness or injury in the last 12 months. 2 days 8-14 days 	
28.	. In the last 12 months, how many times did you go to an <u>emergency room</u> to get care for yourself?	
	○ None ○ 1 ○ 2-3 ○ 4-6 ○ More than 6	
29.	. In the last 12 months (not counting times you went to an emergency room), how many times did you go to a <u>doctor's office or clinic</u> to get care for yourself?	
	○ None Go to Question 40 ○ 1 ○ 2 ○ 3 ○ 4 ○ 5 to 9 ○ 10 or more	
30.	. In the last 12 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?	
	○ A big problem	
31.	. In the last 12 months, how much of a problem, if any, were delays in healthcare while you waited for approval from your health plan?	1
	A big problem A small problem Not a problem I had no visits in the last 12 months.	
32.	. In the last 12 months, how often did you wait in the doctor's office or clinic <u>more than 15 minutes</u> past your appointment time to see the person you went to see?	to
	Never Sometimes Usually Always I had no visits in the last 12 months.	
33.	. In the last 12 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?	
	Never Sometimes Usually Always I had no visits in the last 12 months.	
34.	. In the last 12 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?	
	Never Sometimes Usually Always I had no visits in the last 12 months.	
35.	In the last 12 months, how often did doctors or other health providers <u>listen carefully to you?</u>	
	Never Sometimes Usually Always I had no visits in the last 12 months.	
36.	. In the last 12 months, how often did doctors or other health providers <u>explain things</u> in a way you could understand?	
	Never Sometimes Usually Always I had no visits in the last 12 months.	
37.	In the last 12 months, how often did doctors or other health providers show respect for what you had to say?	
	Never Sometimes Usually Always I had no visits in the last 12 months.	

38.	8. In the last 12 months, how often did doctors or other health p	roviders spend enough time with you?	
	○ Never ○ Sometimes ○ Usually ○ Always	☐ I had no visits in the last 12 months.	
39.	9. We want to know your rating of all your healthcare in the last	12 months from all doctors and other health prov	<u>viders</u> .
	Use <u>any number from 0 to 10</u> where 0 is the worst healthcare rate all your healthcare?	possible, and 10 is the best healthcare possible.	How would you
	 0 Worst healthcare possible 1 2 3 4 5 6 7 8 9 10 Best healthcare possible I had no visits in the last 12 months. 		
	DENTAL CARE	1941-14-14-14-14-14-14-14-14-14-14-14-14-1	
40.	0. In the last 12 months, did you get care from a <u>dentist's office</u>	or dental clinic?	
	○ Yes ○ No Go to Question 43		
41.	1. In the last 12 months, how many times did you go to a dentis	t's office or dental clinic for care for yourself?	
	○ None Go to Question 43 ○ 1 ○ 2 ○ 3		
42.	2. We want to know your rating of your dental care <u>from all der</u>	tists and other dental providers in the last 12 mo	nths.
	Use <u>any number from 0 to 10</u> where 0 is the worst dental car your dental care?	e possible, and 10 is the best care possible. How	would you rate
	 0 Worst dental care possible 1 2 3 4 5 6 7 8 9 10 Best dental care possible I didn't have any dental care in the last 12 months. 		
		DDAKNX8L* 2328349	

	BEHAVIORAL HEALTH
43.	In the last 12 months, did you need any treatment or counseling for a <u>personal or family problem</u> ?
	○ Yes ○ No Go to Question 46
44.	In the last 12 months, how much of a problem, if any, was it to get the treatment or counseling you needed through your health plan?
	 ○ A big problem ○ A small problem ○ I didn't get any prescriptions in the last 12 months
45.	We want to know your rating of all the <u>treatment or counseling</u> you got in the last 12 months.
	Use <u>any number from 0 to 10</u> where 0 is the worst treatment or counseling possible, and 10 is the best treatment or counseling possible. How would you rate your treatment or counseling?
	 0 Worst treatment or counseling possible 1 2 3 4 5 6 7 8 9 10 Best treatment or counseling possible
	PRESCRIPTION MEDICINE
46.	In the last 12 months, did you get <u>any</u> new prescription medicine or refill a prescription?
47.	In the last 12 months, how much of a problem, if any, was it to get your prescription medicine from your health plan?
	A big problem Not a problem I didn't get any prescriptions in the last 12 months
48.	In the last 12 months, how often did you get the prescription medicine you needed through your health plan?
	Never Usually I didn't get any prescriptions in the last 12 months Sometimes Always

49.	in the last 12 months, how many prespharmacy? INCLUDE REFILLS.	criptions did you h	ave that were written by a civilian p	rovider but were filled at a military
	○ None ○ 1-5 ○ 6-10	☐ 11-15 ☐ I	More than 15	
50.	In the last 12 months, where did you	go most often for ye	our healthcare? MARK ONLY ONE	ANSWER.
	A military facility - This includes: Mi A civilian facility - This includes: Do Uniformed Services Family Health Veterans Affairs (VA) clinic or hosp I went to none of the listed types of	ctor's office, Clinic, H Plan facility (USFHP) ital	ospital, Civilian TRICARE contractor	ic
51.	What is the single most important re healthcare? MARK ONLY ONE	ason to you in your	decision whether to use a military	treatment facility (MTF) for your
	Cost to you	Military co	urtesv	
	Convenience of location			
	Ouality of healthcare	Co-location	n of services in a MTF	
	Convenience of telephone access	Lack of pa	aperwork/claims	
	 Timeliness of appointments 	I am active	e duty and entitled to MTF care	
	YOUR	HEALTH PLAN		
The	e next questions ask about your expe	rience with your hea	aith plan. By your health plan, we r	nean the health plan you
	rked in Question 6.			
52.	Claims are sent to a health plan for p for you.	payment. You may	send in the claims yourself, or doc	tors, hospitals, or others may do this
	In the last 12 months, did you or any	one else <u>send in an</u>	y claims to your health plan?	
	○ Yes ○ No Go to Question	n 56 📄 Don't kno	ow Go to Question 56	
53	. In the last 12 months, how often did	your health plan ha	ndle your claims <u>in a reasonable ti</u>	me?
		Don't know No claims were s	sent for me in the last 12 months.	
54	. In the last 12 months, how often did	your health plan ha	andle your claims correctly?	
	C Never Usually	Don't know		
	Sometimes Always	No claims were	sent for me in the last 12 months.	
55	. In the last 12 months, before you we	ent for care, how oft	en did your health plan <u>make it cle</u>	ar how much you would have to pay?
	NeverUsuallySometimesAlways	Don't knowNo claims were	sent for me in the last 12 months.	
			0DAKNX7K 22328349	

56.	In the last 12 months, did you look for any information in written materials from your health plan?
	○ Yes ○ No Go to Question 58
57.	In the last 12 months, how much of a problem, if any, was it to find or understand information in the written materials?
	A big problem A small problem I didn't look for information from my health plan in the last 12 months.
58.	In the last 12 months, did you call your health plan's <u>customer service</u> to get information or help?
	○ Yes ○ No Go to Question 60
5 9.	In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?
	A big problem Not a problem I didn't call my health plan's customer service in the last 12 months.
60.	In the last 12 months, have you called or written your health plan with a complaint or problem?
	○ Yes ○ No Go to Question 63
61.	How long did it take for the health plan to resolve your complaint?
	Same day 1 week 2 weeks 3 weeks 3 weeks
62.	Was your complaint or problem settled to your satisfaction?
	Yes am still waiting for it to be settled. No haven't called or written with a complaint or problem in the last 12 months.
63.	<u>Paperwork</u> means things like having your records changed, processing forms, or other paperwork related to getting care.
	In the last 12 months, did you have any experiences with paperwork for your health plan?
	Yes No Go to Question 65
64.	In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?
	A big problem Not a problem I didn't have any experiences with paperwork for my health plan in the last 12 months.

	Use <u>any number from 0 to 10</u> where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your health plan <u>now</u> ?
	 0 Worst health plan possible 1 2 3 4 5 6 7 8 9 10 Best health plan possible
66.	If you are <u>currently enrolled</u> in TRICARE Prime, how likely are you to <u>disenroll</u> from TRICARE Prime for a different type of health plan in the next 12 months?
	 Very unlikely Unlikely Neither likely nor unlikely Likely I am not currently enrolled in TRICARE Prime. Very likely Not sure
	PREVENTATIVE CARE
рго	ventative care is medical care you receive that is intended to maintain your good health or prevent a future medical blem. A physical or a cholesterol screening are examples of preventative care. Not counting when you were sick or pregnant, when was the last time you had a general medical or physical examination or checkup?
	 Less than 12 months ago 1 to 2 years ago More than 2 but less than 5 years ago 5 or more years ago Never had a general physical or checkup
68.	When did you last have a blood pressure reading?
	C Less than 12 months ago C 1 to 2 years ago More than 2 years ago
69.	Do you know if your blood pressure is too high?
	○ Yes, it is too high ○ Don't know
70.	When did you last have a cholesterol screening, that is, a test to determine the level of cholesterol in your blood?
	 Less than 12 months ago 1 to 2 years ago More than 2 but less than 5 years ago Never had a cholesterol screening 5 or more years ago
	0DAKNX5I 22328349

65. We want to know your rating of all your experience with your health plan.

71.	When did you last have a flu shot?
	○ Less than 12 months ago ○ 1 to 2 years ago ○ More than 2 years ago ○ Never had a flu shot
72.	Have you ever smoked at least 100 cigarettes in your entire life?
	○ Yes ○ No Go to Question 76 ○ Don't know Go to Question 76
73.	Do you now smoke every day, some days or not at all?
	 Every day Go to Question 75 Not at all Go to Question 74 Some days Go to Question 75 Don't know Go to Question 76
74 .	How long has it been since you <u>quit smoking</u> cigarettes?
	 Less than 12 months Go to Question 75 Don't know Go to Question 76 12 months or more Go to Question 76
75.	In the last 12 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?
	○ None ○ 1 visit ○ 2 to 4 visits ○ 5 to 9 visits ○ 10 or more visits
76.	Are you male or female?
77.	When was the last time you had a prostate gland examination or blood test for prostate disease?
	 Within the last 12 months 1 to 2 years ago Never had a prostate gland examination 5 or more years ago
Go	to Question 85
78.	When did you last have a Pap smear test?
	 Within the last 12 months 1 to 3 years ago Never had a Pap smear test 5 or more years ago
79.	Are you under age 40?
	○ Yes Go to Question 82 ○ No
80.	When was the last time your breasts were checked by mammography?
	 Within the last 12 months 1 to 2 years ago More than 2 years but less than 5 years ago Never had a mammogram 5 or more years ago

B1.	When was the last time you had a breast exam by a healthcare professional?	
	 Within the last 12 months 1 to 2 years ago More than 2 years but less than 5 years ago Never had a breast exam 5 or more years ago 	
82.	Have you been pregnant in the last 12 months or are you pregnant now?	
	 Yes, I am currently pregnant No, I am not currently pregnant, but have been in the past 12 months No, I am not currently pregnant, and have not been pregnant in the past 12 months Go to Question 85 	
83.	In what trimester is your pregnancy?	
	○ First trimester ○ Second trimester ○ Third trimester	
84.	In which trimester did you first receive prenatal care?	
	○ First trimester ○ Second trimester ○ Third trimester ○ Did not receive prenatal care	
	ABOUT YOU	
85.	In general, how would you rate <u>your overall health</u> now?	
	C Excellent C Very good C Good C Fair C Poor	
86.	. In general, how would you rate <u>your overall mental or emotional health</u> now?	
	○ Excellent ○ Very good ○ Good ○ Fair ○ Poor	
Ω7	. We want to know how you feel about your life o <u>verall</u> .	
0 7.	Use <u>any number from 0 to 10</u> where 0 is the worst life possible, and 10 is the best life possible. How would you rate your li <u>right now?</u>	ife
	○ 0 Worst life possible	
	 ○ 1 ○ 2 ○ 3 ○ 4 ○ 5 ○ 6 ○ 7 ○ 8 ○ 9 	
	○ 3○ 4	
	○ 5○ 6	
	○ 7○ 8	
	910 Best life possible	
	0DAKNX3G 22328349	

88.	What is the highest grade or level of school that you have completed?
	 8th grade or less Some college or 2-year degree 4-year college graduate High school graduate or GED More than 4-year college degree
89.	Are you of Hispanic or Latino origin or descent? (Mark "NO" if not Spanish/Hispanic/Latino.)
	 No, not Spanish, Hispanic, or Latino Yes, Mexican, Mexican American, Chicano Yes, Ouban Yes, other Spanish, Hispanic, or Latino Yes, Puerto Rican
90.	What is your race? (Mark ONE OR MORE races to indicate what you consider yourself to be.)
	 White Black or African American American Indian or Alaska Native Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese) Native Hawaiian or other Pacific Islander (e.g., Somoan, Guamanian, or Chamorro)
91.	What is your age now?
	○ 18 to 24 ○ 25 to 34 ○ 35 to 44 ○ 45 to 54 ○ 55 to 64 ○ 65 to 74 ○ 75 or older

Please return the completed survey in the postage-paid envelope.

THANK YOU



